

Course Objective

The main objective of this courseware is to introduce you to the basic commands, functions, and capabilities of Microsoft Office Outlook 2003. It is designed for computer users who are new to Outlook, or who only plan to use Outlook occasionally.

Basic Skills Checklist

The following list summarizes skills that students should be comfortable with for this courseware.

- | | |
|---|--|
| <input type="checkbox"/> moving around the screen | <input type="checkbox"/> running multiple programs |
| <input type="checkbox"/> using the Start button | <input type="checkbox"/> using the Clipboard |
| <input type="checkbox"/> using the Control button | <input type="checkbox"/> finding documents |
| <input type="checkbox"/> using the Minimize, Restore, and Close buttons | <input type="checkbox"/> navigating folders |
| <input type="checkbox"/> getting Help in Windows | <input type="checkbox"/> creating, deleting, renaming, copying, and moving files and folders |
| <input type="checkbox"/> moving around with the mouse and keyboard | <input type="checkbox"/> working with the Explorer |
| <input type="checkbox"/> accessing menus and making menu choices | <input type="checkbox"/> emptying the Recycle Bin |
| <input type="checkbox"/> using Windows programs | <input type="checkbox"/> preparing floppy disks |
| <input type="checkbox"/> sizing and moving windows | <input type="checkbox"/> working with the Control Panel |
| <input type="checkbox"/> using the scroll bars | <input type="checkbox"/> using the Print Manager |
| <input type="checkbox"/> managing documents | <input type="checkbox"/> using TrueType fonts |
| <input type="checkbox"/> using the toolbar and ruler | <input type="checkbox"/> using the Accessories |

System Requirements

According to the Microsoft Office Users Guide, you must have the following in place prior to using the program:

- a personal computer with a Pentium III or higher processor
- a hard disk drive with at least 245 Mb of free space, and a CD-ROM drive
- a minimum of 64 Mb RAM (add 8 Mb RAM for each additional program you may open in addition to this one)
- a monitor compatible with Windows and a SVGA graphics display adapter card or higher resolution capable of displaying minimum 256 colors installed
- Microsoft Windows 2000 Service Pack 3 or higher, or Microsoft Windows XP (recommended)
- a mouse or other pointing device compatible with Windows



Courseware Outline

About This Courseware

- Courseware Conventions
- Courseware Objectives
- Basic Windows Skills Checklist
- A Quick Review of Basics
- System Requirements
- Obtaining Support
- Starting Excel
- Moving Around

Using Basic E-mail Features

- What is Microsoft Outlook?
 - New Features of Outlook 2003
 - Screen Components
 - Using the Navigation Pane
- Working with E-mail
 - Using the Mail Module
- Composing Messages
 - Creating and Formatting Message Text
- Using Send Options
 - Assigning Categories
- Checking for Messages
 - Checking Sent Messages
- Reading and Viewing Messages
 - Opening Messages
 - Changing the View Options
- Printing Messages
 - Printing a Message
 - Customizing Print Options

Advanced E-mail Features

- Using Additional E-mail Features
 - Replying to a Message
 - Forwarding a Message
 - Flagging Messages
 - Deleting a Message
- Saving Your Messages
 - Saving as Text Files
 - Saving as HTML Files
 - Saving an Unfinished Message
- Working with Attachments
- Adding a Signature to Messages
 - Using a Signature

Managing E-mail

- Sorting and Finding Messages
 - Sorting Messages
 - Finding Messages
- Managing Messages
 - Viewing the Folder List
 - Navigating Through the Folder List
 - Creating Folders
 - Moving Messages Between Folders
 - Copying Messages Between Folders

- Archiving Messages
 - Archiving Manually
 - AutoArchiving
 - Retrieving Archived Messages
- Setting Up Message Options
- Search Folders
 - Creating a Search Folder

Using the Calendar

- Looking at the Calendar
 - Navigating within the Calendar
 - Viewing Consecutive and Non-Consecutive Days
- Changing the Calendar View
 - Switching between the Day/Week/Month Views
 - Changing the View Options
- Changing the Time Increments
- Customizing the Calendar Options
- Scheduling Appointments & Events
 - Creating an Appointment
 - Using the Appointment Form
 - Editing an Appointment
 - Working with Reminders
 - Creating a Recurring Appointment
 - Scheduling Events
 - Scheduling Multi-Day Events
- Planning a Meeting
 - Scheduling a Meeting
 - Updating Meeting Attendees
 - Copying an Item
 - Moving an Item
 - Deleting a Meeting
- Printing the Calendar
 - Customizing Print Options

Working with Contacts

- Looking at Contacts
- Creating Contacts
 - Creating a New Contact
 - Creating a Contact from the Same Company
 - Contact Picture
- Managing Contacts
 - Editing a Contact
 - Working with Duplicate Contacts
 - Deleting a Contact
- Organizing the Contacts
 - Using the Views
 - Customizing the Current View
- Finding Contacts
 - Find Contacts using the Find a Contact Field

- Printing Contacts
 - Customizing Print Options
- Working with Activities
 - Tracking Activities
 - Recording an Activity Manually
 - Linking an Activity to a Contact

Using Tasks and Notes

- Looking at Tasks
- Working with Tasks
 - Creating One-Time Tasks
 - Creating Recurring Tasks
 - Assigning Tasks
 - Accepting/Declining Tasks
- Organizing and Viewing Tasks
 - Using the Navigation Pane
- Managing Tasks
 - Finding Tasks
 - Changing Tasks
 - Completing Tasks
 - Deleting Tasks
- Sending Status Reports
- Printing Tasks
 - Customizing Print Options
- Looking at Notes
 - Creating Notes
 - Editing Notes
 - Assigning Items to Notes
 - Deleting Notes
- Organizing and Viewing Notes
 - Using the Toolbar
 - Using the Current View Command
- Customizing Notes
- Printing Notes
 - Customizing Print Options
- Advanced Features**
- Using Outlook Today
 - Customizing Outlook Today
- Using the Other Toolbars
 - Displaying the Toolbars
 - Using the Advanced Toolbar
 - Using the Web Toolbar
- Creating Forms
 - Overview of Outlook Concepts
 - Outlook Forms
 - Removing a Form
- Lesser-known E-mail Features
 - Using Hyperlinks
 - Virtual Business Cards
 - Using Symbols
 - Using Rules
- The Junk E-mail Filter
 - Using the Junk E-mail Filter
 - Setting Junk E-mail Filter Options
 - Deleting Rules

Working with Addresses

- Basic Address Book Use
 - Overview
 - Using the Address Book
 - Using AutoComplete
 - Deleting AutoComplete Addresses
 - Disabling AutoComplete
- Different Address Sources
- Using Several Address Lists
 - Adding a List to the Address Book
 - Address Book Options
 - Removing an Address List
- Backing up your Contacts
 - Using the Backup File
- The Address Book and Mail
 - Merging
 - Distribution Lists
 - Merge Mail

Customizing Outlook

- Customizing Outlook
 - Displaying Other Toolbars
 - Customizing a Toolbar
 - Customizing Menus
 - Resetting Toolbars & Menus
 - Customizing the Taskbar
- Setting Up Instant Messaging
- Setting Up E-mail Accounts
 - Setting up a POP account
 - Setting up a Web Mail Account
 - Removing an Account
- Updating Outlook
 - Understanding How a Virus Can Happen

Appendices

- Projects and Case Studies
- Productivity Tools
- Glossary of Terms
- Answers to Review Questions
- Index
- Microsoft Office Specialist Skills Courseware Mapping

